

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

APPLICATION OF GLOBAL TELCOIN, INC. TO)	
OPERATE AS A RESELLER OF INTEREXCHANGE)	CASE NO. 90-396
TELECOMMUNICATIONS SERVICES AND)	
OPERATOR SERVICES WITHIN THE STATE OF)	
KENTUCKY)	

O R D E R

IT IS ORDERED that Global Telcoin, Inc. ("Telcoin") shall file the original and ten copies of the following information with the Commission, with a copy to all parties of record. Each copy of the information requested shall be placed in a bound volume with each item tabbed. Include in each response the name of the witness who will be responsible for responding to questions relating to the information provided.

The information requested herein is due no later than 30 days from the date of this Order. If the information cannot be provided by this date, Telcoin should submit a motion for an extension of time stating the reason a delay is necessary and include a date by which it can be furnished. Such motion will be considered by the Commission.

1. In your application filed on November 26, 1990, the Articles of Incorporation filed were for United Telcoin, Inc. File a copy of the Articles of Incorporation for Global Telcoin, Inc.

2. Provide a detailed copy of the organizational chart for United Telcoin, Inc.

3. Explain how Global Telcoin, Inc. is a client of Network Solutions, Inc. as set forth in the letter dated November 1, 1990 which transmitted the application.

4. Is Telcoin aware that manufacturers and providers of COCOTs are not currently considered utilities in Kentucky? Is Telcoin aware that COCOTs are not currently authorized to resell long-distance telecommunications services in Kentucky?

5. Is Telcoin aware that resellers are not allowed to resell local service in Kentucky?

6. It appears that the officers and employees of United Telcoin, Inc. have substantial experience in the manufacture of COCOTs but almost no experience in the resale industry. Explain in more detail the resale experience of each of the individuals outlined in Exhibit C.

7. If Telcoin provides long-distance service through pay telephones, who is the manufacturer of the telephone?

8. Has Telcoin ever provided service and/or collected any money from the public for the provision of intrastate telecommunications services in Kentucky? If so, explain in detail.

9. Identify the carriers whose services Telcoin intends to resell.

10. If Telcoin intends to resell tariffed services of facilities-based carriers, identify these tariffed services and

specify whether these services will be obtained from intrastate or interstate tariffs.

11. If Telcoin intends to resell services that are not available under an approved tariff, provide copies of the contracts which govern the terms of the agreement between Telcoin and its facilities-based carriers.

12. Provide a clear and legible sketch showing all the switching locations and/or points-of-presence. Show how the facilities obtained from facilities-based carriers will be used to connect these locations. Include local access facilities and identify the local access that will be used.

13. State whether Telcoin is aware of the Commission's rules, restrictions, and prohibition against providing intraLATA services by non-local exchange facilities-based carriers. Explain in detail how Telcoin will comply with those restrictions.

14. If switching locations and/or points-of-presence are located outside the Commonwealth of Kentucky, explain how Telcoin will ensure that intrastate access charges will be paid.

15. Explain how Telcoin will screen intraLATA traffic if Telcoin intends to resell services or facilities authorized only for interLATA traffic but which can carry intraLATA traffic.

16. Does Telcoin own and/or operate any transmission facilities in the Commonwealth of Kentucky or any other jurisdiction? If so, explain.

17. Does Telcoin have any affiliation with any other company which owns and/or operates any transmission facilities in any jurisdiction? If so, explain.

18. Specify the Kentucky counties which Telcoin proposes to serve.

19. Describe how calls will be transported from the customer's premises to the operator service centers. Include identification of Telcoin's switching locations, operator service locations, and identification of services and providers of the services being resold.

20. Specify the facilities and/or services used by Telcoin to transport calls from the customer's premises to Telcoin's originating point-of-presence, such as the types of access utilized (Feature Groups A, B, or D, Special Access, WATS, etc.). Identify the local exchange companies from whom such access and/or services are purchased.

21. If the location of operator centers is not the same as switching location, specify the facilities and/or services used to bridge operators onto a call placed over the network.

22. Provide a description of how such calls are transported to final termination points. Specify the facilities and/or services used to terminate calls.

23. Provide a copy of all current contracts entered into with any business, institution, and/or corporation for the provision of operator-assisted services by Telcoin and/or any of its affiliates.

24. Explain how Telcoin's operators will identify Telcoin to Kentucky end-users when handling an operator-assisted call.

25. Explain in detail how Telcoin will transfer calls to local exchange companies' operators when requested by an end-user.

26. Explain in detail how Telcoin will transfer calls to competing carriers when requested by an end-user.

27. Explain in detail Telcoin's calling card validation capabilities.

28. Explain in detail how Telcoin will handle Kentucky emergency calls.

29. Is Telcoin able to comply with each of the conditions of service for operator-assisted services detailed in the August 3, 1989 Order in Case No. 10002,¹ and the September 8, 1989 and January 15, 1990 Orders in Administrative Case No. 330?² Provide a detailed explanation of compliance for each condition of service. Also, provide revised tariff sheets consistent with these Orders. The revised tariff sheets should include all the prohibition requirements regarding blocking/interception to competing carriers' operators and local exchange companies' operators, tent card/sticker provision by aggregators, time of day rates, holiday rates in accordance to Section A5.3.1.E. of AT&T Communications of the South Central States, Inc.'s Tariff A, and additional charges for operator assistance. Rates for operator

¹ Case No. 10002, The Application of International Telecharge Inc., for a Certificate of Public Convenience and Necessity to Operate as a Reseller of Telecommunications Services Within the State of Kentucky.

² Administrative Case No. 330, Policy and Procedures in the Provision of Operator-Assisted Telecommunications Services.

services proposed in Section 2.9.2 and 4.7.1.A of the proposed tariff are not consistent with the rates prescribed in Administrative Case No. 330 Orders.

30. Provide an estimate of sales revenues for the first 2 years of Kentucky operations. Explain how Telcoin arrived at these estimates. If estimates are based upon a market study, provide a copy of this study.

31. Provide a listing of financial institutions with which Telcoin has a line of credit. State Telcoin's credit line with each of these institutions.

32. State whether Telcoin is aware of the provisions of the Kentucky Public Service Commission Administrative Case No. 273³ and how it will apply to Telcoin's Kentucky operations.

33. State whether Telcoin is aware of the potential impact of Administrative Case Nos. 323⁴ and 328,⁵ now pending before this Commission, that may apply to Telcoin's Kentucky operations.

34. Provide a toll-free number or provision for accepting collect calls for customer complaints.

³ Administrative Case No. 273, An Inquiry Into Inter- and IntraLATA Intrastate Competition in Toll and Related Services Markets in Kentucky.

⁴ Administrative Case No. 323, An Inquiry Into IntraLATA Toll Competition, An Appropriate Compensation Scheme for Completion of IntraLATA Calls by Interexchange Carriers, and WATS Jurisdictionality.

⁵ Administrative Case No. 328, Investigation Into Whether WATS Resellers Should Be Included in the ULAS Allocation Process.

35. Explain in detail the qualifications and experience of personnel directly responsible for the proposed services.

36. Refer to ORIGINAL SHEET 1 of the proposed tariff. This sheet shall specifically state that the services will be provided only on an "interLATA" basis. Clarify and provide a revised tariff sheet.

37. Is Telcoin aware that "DEDICATED SERVICE," "INCOMING 800 SERVICE," and "TRAVEL SERVICE" shall only be provided under the following conditions:

a. Telcoin shall measure and report interstate and intrastate jurisdictional usage and interLATA and intraLATA usage. Telcoin shall file reports with the Commission on a quarterly basis.

b. Telcoin shall inform its prospective customers that the use of these services to complete intraLATA calls is not authorized by the Commission.

c. Telcoin shall be prepared to compensate local exchange companies for unauthorized call completion?

38. Refer to Section 3.1 of the ORIGINAL SHEET 10 of the proposed tariff. This section shall expressly state that "customers will not be billed for uncompleted calls." Clarify and provide a revised tariff sheet.

39. Reference Sections 2.6 and 2.7, Original Sheet 9, of the proposed tariff. 807 KAR 5:006, Section 7, allows a utility to

require a customer deposit which is subject to interest pursuant to KRS 278.460 and Case No. 89-057.⁶ A utility may not charge for estimated services in advance. Provide a revised tariff sheet.

40. The Commission's Orders in Administrative Case No. 330 prohibit any additional surcharges for operator services by the operator services provider and charges made by others (the establishment) cannot appear on the customer's bill. Reference to these charges should, therefore, be deleted from the tariff. Provide revised tariff sheets.

41. Section 3.3 of the Original Sheet 11 of the proposed tariff states "A customer can expect a call completion rate of 99% (number of calls completed/number of calls attempted) of not less than 99% during peak use periods for all FGD services ("1+" dialing)." This sentence does not make sense mathematically. Clarify and provide a revised tariff sheet.

42. Refer to Section 3.4.1 of the Original Sheet 11 of the proposed tariff.

a. Is "CARRIER SERVICE" provided through switched access or dedicated/special access? If it is through dedicated/special access, the conditions outlined in Item 37 are applied to "CARRIER SERVICE" also.

b. Should "\$10,00.00" be \$10,000? Correct and provide a revised tariff sheet if necessary.

⁶ Case No. 89-057, Investigation Into the Customer Deposit Policy of Kentucky Power Company.

c. Is Telcoin aware that the Commission does not permit different pricing for different LATAs? Provide a revised tariff sheet. A copy of the July 26, 1990 letter of the Commission's Executive Director in Case No. 90-193⁷ is attached.

43. Refer to Section 3.4.3 of the Original Sheet 12 of the proposed tariff. What is the minimum required usage for using "DIRECT DIAL SERVICE"?

44. Reference Sections 3.4.7, 4.7.1.A, and 4.7.3, Original Sheets 12, 12.1 and 15. Administrative Case No. 330 applies uniformly to all operator services. Provide revised tariff sheets in compliance.


45. Refer to Section 4.6 of the Original Sheet 14 of the proposed tariff. Is Telcoin aware that "SPECIAL PROMOTIONS AND DISCOUNTS" require prior Commission approval and prior tariff filing? Provide a revised tariff sheet which either indicates that prior Commission approval will be acquired prior to

⁷ Case No. 90-193, The Tariff Filing of SouthernNet, Inc. D/B/A Telecom*USA to Change from Statewide to InterLATA and IntraLATA Structure.

implementing any special promotion or discount or that deletes the provision.

Done at Frankfort, Kentucky, this 18th day of January, 1991.

PUBLIC SERVICE COMMISSION


For the Commission

ATTEST:


Executive Director